

DIPLOMA OF TRAVEL AND TOURISM MANAGEMENT – SIT50116

This course is approved for Centrelink Student Payments. Please contact Centrelink for any assistance.

This qualification provides the skills and knowledge for an individual to be competent in a broad range of managerial skills in tourism operations, marketing and product development, underpinned by a range of operational competencies chosen as electives. The qualification allows for multi-skilling or for specialisation in a limited range of skills that specifically relate to operations management or marketing and product development.

Work would be undertaken in an office environment where the planning of tourism products and services takes place, in the field where tourism products are delivered or a combination of both. The field includes any destination, local or regional area, tourist precinct, site, attraction or onboard form of transportation. The qualification reflects the role of individuals who possess a sound theoretical knowledge base and use a range of specialised, technical or managerial competencies to plan, carry out and evaluate the work of self or a team.

CAREER PROSPECTS

Individuals with this qualification are able to work in any sector of the tourism industry as a senior departmental manager, manager or owner-operator of any style of small tourism business. Some managers at this level will specialise in certain fields; in the tourism industry personnel tend to specialise in operational functions or marketing and product development roles.

ARTICULATION

Students who successfully complete the Diploma of Tourism can gain credits for subjects included in the Advanced Diploma of Tourism if they decide to continue their studies. Under the Australian Qualifications Framework (AQF) Diploma is AQF Level 5.

AQF1 Certificate I
AQF4 Certificate IV

AQF2 Certificate II
AQF5 Diploma

AQF3 Certificate III
AQF6 Advance Diploma

AWARD

Upon successful completion of all units of competencies in the course, students will be issued with a Diploma of Tourism. Should a student not complete the entire course then a Statement of Attainment will be given for the units successfully completed.

ENTRY REQUIREMENTS

It is strongly recommended that individuals undertake lower level qualifications, and / or gain industry experience prior to entering SIT50116 Diploma of Travel and Tourism Management. However, this is not mandatory. There is no age limit but applicants should have successfully completed year 10. Mature age and students with prior learning and experience should also apply.

DELIVERY OF THE COURSE

The Diploma of Hospitality is delivered by on-the-job training, off-the-job training and by the 'self paced' method of learning which allows you greater flexibility in choosing the times you study and the time it takes you to complete the course.

ASSESSMENT STRATEGY

Assessment in this course will be competency based, in that the student will be required to demonstrate competency in a range of tasks. The assessment coding which will apply is either C or NYC, where C is Competent and NYC is Not Yet Competent. Assessment procedures are transparent and address the key assessment principles of being valid, reliable, flexible, fair and cost effective. Assessment strategies encompass a range of techniques, which include, but are not limited to the use of:

- Direct observation of performance
- Oral questioning
- Projects/assignments
- Simulations of workplace activities
- Practical exercises
- Work portfolios

RECOGNITION OF PRIOR LEARNING & CREDIT TRANSFER

Students who can demonstrate that they are already competent in the knowledge and skills of a unit of competency, or have previously completed a course with another Institution, may apply for Recognition of Prior Learning (RPL) or Credit Transfer. For further information please refer to the Student handbook.

NOMINAL DURATION 618 – 705 Nominal hours
24 months Full-time or 48 months Part-time

SERVICES

As part of our ongoing commitment to provide advice and support services we provide to all our clients/students the following services upon request:

- ✓ welfare and guidance services
- ✓ appeals and complaints procedures
- ✓ disciplinary procedures
- ✓ staff responsibilities for access and equity
- ✓ Recognition Prior Learning (RPL) & Credit Transfer arrangements
- ✓ client selection, enrolment and induction/orientation procedures
- ✓ course information including content and vocational outcomes
- ✓ fees/charges, including refund policy and exemptions (where applicable)
- ✓ provision for language, literacy and numeracy assessment
- ✓ client support, including any external support the RTO has arranged for clients flexible learning and assessment procedures

Further details of any of the above services may be obtained from your student handbook, pre-course introduction session or contacting any of our staff for a friendly chat.

QUALIFICATION RULES

To achieve a Diploma of Travel and Tourism Management, 23 units must be completed:

- 12 core units
- 11 elective units, consisting of:
 - 6 units from Group A
 - 5 units from Group A, Group B, elsewhere in SIT Training Package, or any other current Training Package or accredited course.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS:			
UNIT CODE	UNIT NAME	PRE REQUISITES	NOMINAL HOURS
BSBDIV501	Lead diversity and inclusion	Nil	60
SITTIND001	Source and use information on the tourism and travel industry	Nil	25
SITXCCS007	Enhance customer service experiences	Nil	40
SITXCCS008	Develop and manage quality customer service practices	Nil	30
SITXCOM005	Manage conflict	Nil	15
SITXFIN002	Interpret financial information	Nil	60
SITXFIN003	Manage finances within a budget	Nil	30
SITXFIN004	Prepare and monitor budgets	Nil	35
SITXHRM003	Lead and manage people	Nil	60
SITXMGT001	Monitor work operations	Nil	30
SITXMGT002	Establish and conduct business relationships	Nil	40
SITXWHS003	Implement and monitor work health and safety practices	Nil	30
GROUP A:			
UNIT CODE	UNIT NAME	PRE REQUISITES	NOMINAL HOURS
SITTTSL002	Access and interpret product information	Nil	60
SITTTSL005	Sell tourism products and services	Nil	45
SITTTSL006	Prepare quotations	Nil	30
SITTTSL007	Process reservations	Nil	30
SITTTSL010	Use a computerised reservations or operations system	Nil	
SITXCCS002	Provide visitor information	Nil	35
SITTGDE004	Lead tour groups	Nil	30
SITTGDE005	Prepare and present tour commentaries or activities	Nil	70
SITTGDE006	Develop and maintain the general and regional knowledge required by guides	Nil	80
GROUP B:			
UNIT CODE	UNIT NAME	PRE REQUISITES	NOMINAL HOURS
BSBWRT411	Write complex documents	Nil	50
HLTAID011	Provide first aid	Nil	18
SITXFSA001	Use hygienic practices for food safety	Nil	25
SITXGLC001	Research and comply with regulatory requirements	Nil	80
SITXHRM002	Roster staff	Nil	30
SITXHRM004	Recruit, select and induct staff	Nil	60
SITXHRM006	Monitor staff performance	Nil	35
SITXWHS002	Identify hazards, assess and control safety risks	Nil	30